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(54) **METHODS AND SYSTEMS OF ROUTING
UTTERANCES BASED ON CONFIDENCE
ESTIMATES**

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See application file for complete search history.

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(57) **ABSTRACT**

A computer-based method of routing a message to a system
includes receiving a message, and processing the message
using large-vocabulary continuous speech recognition to
generate a string of text corresponding to the message. The
method includes generating a confidence estimate of the
string of text corresponding to the message and comparing
the confidence estimate to a predetermined threshold. If the
confidence estimate satisfies the predetermined threshold,
the string of text is forwarded to the system. If the confi-
dence estimate does not satisfy the predetermined threshold,
the information relating to the message is forwarded to a
transcriptionist. The message may include one or more
utterances. Each utterance in the message may be separately
or jointly processed. In this way, a confidence estimate may
be generated and evaluated for each utterance or for the
whole message. Information relating to each utterance may
be separately or jointly forwarded based on the results of the
generation and evaluation.

35 Claims, 2 Drawing Sheets

